



State of Louisiana
Department of Health and Hospitals
Office of Aging and Adult Services

MEMORANDUM

OAAS-SC-08-009

TO: OAAS Support Coordination Agencies

FROM: Jeanne LeVelle, Regional Functions Manager, OAAS *JK*

SUBJECT: Technical Assistance Information for Waiver OTIS Implementation

DATE: August 18, 2008

Please work closely with your regional waiver office during the transition period for these new processes. Please ensure that all SC's in your agency receive this technical assistance information on Waiver- OTIS and Critical Incident Reporting as soon as possible.

1. Do not allow staff to go to the W-OTIS live site until after they have been trained on the "W-OTIS Practice" site. Do not enter practice cases in the W-OTIS (live) site.
2. The site and case numbers for the Practice site are: Site# 0000000 & Case # 0001, 0002, or 0003.
3. Do not enter a real incident in the W-OTIS (live) site without entering the CMIS Site number for your agency and the CMIS Case number for the participant.
4. When printing the Participant Summary, select Acrobat (PDF) File and click "Export." The "Print" button will be not be visible on the Case Notes screen until a case has been closed by the waiver office. (Do not send the participant your report).
5. If the SC discovers an incident, then the event "Discovered by SC" is entered rather than the event "Discovered."
6. The event "Received from DSP or SC notified DSP" must be entered by the SC upon your first entry. At the time of the first entry the SC will know either:
 - a. The date and time received from the DSP; OR
 - b. The date and time they called the DSP if they are the one who discovered. (The new CIR policy states the following SC responsibility: "When the incident is discovered by the Support Coordinator, contacts the DSP within two (2) hours of discovery").
7. For incidents "Discovered by SC", Direct Service Provider's (DSP's) are still required to send follow-up by the close of the third business day after they are notified of the event by the SC.
8. For incidents in which you do not receive written Follow- Up from the provider, document in your Follow-Up case note your attempts to obtain written Follow-Up from the provider. Do NOT enter "Follow-Up Received" in the event log, if you have only received verbal follow up. (This is the event which allows us to track DSP compliance with Follow-Up).